

State of Hawaii  
Department of Human Services  
Benefits, Employment and Support Services Division  
Employment and Child Care Program Office

**Request for Proposals**

**RFP No. HMS-903-07-01-S**  
**“Substance Abuse Treatment Services”**

March 20, 2006

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

LINDA LINGLE  
GOVERNOR





LILLIAN B. KOLLER  
DIRECTOR  
HENRY OLIVA  
DEPUTY DIRECTOR

STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P.O. Box 339  
Honolulu, Hawaii 96809-0339  
March 20, 2006

MEMORANDUM

TO: All Interested Applicants

FROM:  Lillian B. Koller, Esq., Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – SUBSTANCE ABUSE  
TREATMENT SERVICES; RFP NO. HMS-903-07-01-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

Informational meetings are scheduled for 1:00 P.M. to 3:00 P.M. on Tuesday, April 4, 2006, at the DHS/BESSD Office, 820 Mililani St., Ste. 606, Honolulu, HI 96813; Wednesday, April 5, 2006, at the Kauai Section Office, Dynasty Court, 4473 Pahee St., Ste. G, Lihue, HI 96766; Thursday, April 6, 2006 at the Maui Section Office, 1955 Main St., Ste. 325, Wailuku, HI 96793; Friday, April 7, 2006 at the East Hawaii Section Office, 1990 Kinoole St., Ste. 111, Hilo, HI 96720; and from 8:30A.M. to 10:30A.M. on Friday, April 7, 2006 at the West Hawaii Section Office, 75-5722 Hanama Pl., Ste. 1105, Kailua-Kona, HI 96740. For more information, please call 586-7060 (Oahu). In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS/BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Friday, April 19, 2006, to the DHS/BESSD Office at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. All mail-ins postmarked after 12:00 midnight, April 19, 2006, will not be accepted for review and will be returned. Proposals and materials not requested by DHS will not be accepted for consideration.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 4 (1 original + 3 copies)**

**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)  
NO LATER THAN  
April 19, 2006  
and received within 10 days**

**All Mail-ins**

Department of Human Services  
BESSD Administration Office  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, HI 96813

**DHS RFP COORDINATOR**

Ken Nakagawa  
For further info. or inquiries  
Phone: 586-7060  
Fax: 586-5744

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii Standard Time (HST) April 19, 2006.**

**Drop-off Sites**

**Oahu:**

Department of Human Services  
BESSD Administration Office  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, HI 96813

**Maui:**

Department of Human Services  
Maui Section Office  
1955 Main Street, Suite 325  
Wailuku, HI 96793

**East Hawaii:**

Department of Human Services  
East Hawaii Section Office  
1990 Kinoole Street, Suite 111  
Hilo, HI 96720

**Kauai:**

Department of Human Services  
Kauai Section Office  
Dynasty Court  
4473 Pahee Street, Suite G  
Lihue, Kauai 96766

**West Hawaii:**

Department of Human Services  
West Hawaii Section Office  
75-5722 Hanama Place, Suite 1105  
Kailua-Kona, HI 96740

**BE ADVISED:** All mail-ins postmarked by USPS after **April 19, 2006**, and not received within 10 days will be rejected.  
Hand deliveries will **not** be accepted after **4:30 p.m., HST, April 19, 2006**.  
Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted if received after **4:30 p.m., HST, April 19, 2006**.

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### I. Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

Activity	Scheduled Date
Public notice announcing RFP	3/19/06
Distribution of RFP	3/20/06
RFP orientation session	4/4 – 7/06
Closing date for submission of written questions for written responses	4/10/06
State purchasing agency's response to applicants' written questions	4/12/06
Discussions with applicant prior to proposal submittal deadline (optional)	4/12/06
Proposal submittal deadline	4/19/06
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	4/20 – 25/06
Provider selection	4/26/06
Notice of statement of findings and decision	4/26/06
Contract start date	7/01/06

## II. Website Reference

The State Procurement Office (SPO) website is [www.spo.hawaii.gov](http://www.spo.hawaii.gov)

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "RFPs"
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

### Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at [www.hawaii.gov](http://www.hawaii.gov))

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	<a href="http://www.hawaii.gov/tax/">http://www.hawaii.gov/tax/</a> click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://www.capitol.hawaii.gov/">http://www.capitol.hawaii.gov/</a> , click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	<a href="http://www.hawaii.gov/dcca">http://www.hawaii.gov/dcca</a> click "Business Registration"

## III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## IV. RFP Organization

This RFP is organized into five sections:



**Section 1, Administrative Overview**--Provides applicants with an overview of the procurement process.

**Section 2, Service Specifications**--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

**Section 3, Proposal Application Instructions**--Describes the required format and content for the proposal application.

**Section 4, Proposal Evaluation**--Describes how proposals will be evaluated by the state purchasing agency.

**Section 5, Attachments** --Provides applicants with information and forms necessary to complete the application.

## V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, BESSD

Employment and Child Care Program Office

Haseko Center, 820 Mililani Street, Suite 606

Honolulu, HI 96813

Phone (808) 586-7060 Fax: (808) 586-5744

## VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** April 4, 2006 **Time:** 1:00 – 3:00pm

**Location:** DHS/BESSD Office, 820 Mililani St., Ste. 606, Honolulu

**Date:** April 5, 2006 **Time:** 1:00 – 3:00pm

**Location:** Kauai Section Office, Dynasty Court, 4473 Pahee St., Ste. G, Lihue

**Date:** April 6, 2006 **Time:** 1:00 – 3:00pm

**Location:** Maui Section Office, 1955 Main St., Ste. 325, Wailuku

**Date:** April 7, 2006 **Time:** 1:00 – 3:00pm

**Location:** East Hawaii Section Office, 1990 Kinoole St., Ste 111, Hilo

**Date:** April 7, 2006 **Time:** 8:30 – 10:30am  
**Location:** West Hawaii Section Office, 75-5722 Hanama Pl., Ste. 1105, Kailua-Kona

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Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

## **VII. Submission of Questions**

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

**Date:** 4/10/06 **Time:** 4:30PM HST

State agency responses to applicant written questions will be provided by:

**Date:** 4/12/06

## **VIII. Submission of Proposals**

**A. Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.

- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
- 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
- 3. Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.B.4, Financial, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. **Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business

Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)

- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

**Note that price is not considered confidential and will not be withheld.**

- G. Proposal Submittal** - Proposals must be postmarked by USPS and received within ten days of the date designated on the Proposal mail-In and Deliver information sheet or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Proposals shall be rejected when:

- postmarked after the designated date; or
- postmarked by the designated date but not received within 10 days; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Only hard copies of proposals shall be accepted.

## **IX. Discussions with Applicants**

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

## **X. Opening of Proposals**

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **XI. Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **XII. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## **XIII. Final Revised Proposals**

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked by the date and time specified by the state purchasing agency and received within ten days or hand delivered by the date and time specified by the state purchasing agency. Final revised proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within ten days or
- If hand carried, received after the designated date and time.

If a final revised proposal is not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **XIV. Cancellation of Request for Proposal**

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

## **XV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## **XVI. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

## **XVII. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

## **XVIII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XIX. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Lillian B. Koller, Esq.	Name: Edwin Igarashi
Title: Director	Title: Procurement Officer
P.O. Box 339 (1390 Miller St., Rm. 209)	P.O. Box 339 (1390 Miller St., Room 206)
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

## **XX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

**XXI. Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

**XXII. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

**XXIII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.



## **Section 2**

# **Service Specifications**

## **Section 2**

### **Service Specifications**

#### **I. Introduction**

##### **A. Overview, purpose or need**

The intent of the Benefit, Employment and Support Services Division (BESSD) is to provide adult substance abuse case management and treatment services for its Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) recipients. The Division will ensure that available substance abuse resources are utilized in the most effective and efficient manner possible.

BESSD's goal is to prevent or reduce the severity and disabling effects related to alcohol and other drug use, abuse and dependence by assuring an effective, accessible public and private community-based system of prevention strategies and treatment services designed to empower individuals to make health-enhancing choices regarding the use of alcohol and other drugs and gear them toward self-sufficiency.

The purpose of this RFP is to provide a continuum of adult substance treatment services statewide. It is well known that the need for substance abuse treatment exists throughout the State. Although the largest number of persons needing substance abuse treatment live in the City and County of Honolulu, other, smaller counties, require core treatment services. Existing data in the community further suggest that drugs remain the primary substance of abuse followed by alcohol addiction.

##### **B. Planning activities conducted in preparation for this RFP**

A Request For Information meeting was conducted on March 7, 2006 in accordance with newly developed rules from the State Procurement Office.

##### **C. Description of the goals of the service**

The goal of the requested service is to reduce the severity and disabling effects related to illicit drug use and alcohol abuse by making a continuum of service modalities available statewide to individuals and families with alcohol and other drug problems and to gear them towards self-sufficiency. The continuum includes Assessment, Residential, Day, Intensive Outpatient, Outpatient Treatment, Case Management and Urinalysis (UA).

**D. Description of the target population to be served**

The target population includes adults who are receiving TANF or TAONF benefits and who are currently exempt from work requirements due to their substance abuse addiction. In addition, the target population shall include TANF adults active with the Child Welfare Services Branch (CWS) of the Department of Human Services and whose children are in the home. CWS designates these types of cases as court or non-court ordered family supervision cases. Finally, Non-TANF and non-TAONF recipients whose household gross income is under 300% of the federal poverty level in 1993 and whose children are active with CWS shall also be serviced by this agreement.

**E. Geographic coverage of service**

Service areas for this RFP comprise the islands of Hawaii, Kauai, Maui (includes Molokai and Lanai) and Oahu. The APPLICANT may apply in any one or more of these areas. However, the APPLICANT shall demonstrate actual capacity to provide the required services in the service areas for which it is applying.

**F. Probable funding amounts, source, and period of availability**

Any APPLICANT may provide twenty-four (24) hour residential treatment to families from any service area. The APPLICANT shall treat only adult household members (18 years or older) requiring substance abuse treatment services. For each contract year, the suggested funding amounts are as follows:

Oahu: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$1,008,000 of Federal funds would be used for substance abuse treatment on Oahu.

Kauai: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$24,000 of Federal funds would be used for substance abuse treatment on Kauai.

East Hawaii: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$72,000 of Federal funds would be used for substance abuse treatment on East Hawaii.

West Hawaii: (Funds specified for the entire continuum including including Follow-Up Treatment Services)

Suggested amount of \$72,000 of Federal funds would be used for substance abuse treatment on West Hawaii.

Maui (including Molokai and Lanai): (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$24,000 of Federal funds would be used for substance abuse treatment on Maui.

## II. General Requirements

### A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The APPLICANT shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable **Hawaii Administrative Rules (HAR)**.
  - a. Residential programs, in accordance with **Title 11, Chapter 98, Special Treatment Facility**, must have a Special Treatment Facility license at the time of application and abide by applicable administrative rules governing accreditation of substance abuse programs.
  - b. All APPLICANTS shall comply with **Title 11, Chapter 175, Mental Health and Substance Abuse System**.
2. If the APPLICANT is federally funded for \$300,000 or more, the APPLICANT shall perform financial and compliance audits in accordance with **Government OMB Circular A-133** and submit the audits to the DEPARTMENT as directed.
3. The APPLICANT shall comply with Chapter 103F, HRS, **Cost Principles for Purchases of Health and Human Services** identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (see paragraph II, Website Reference).
4. The APPLICANT shall institute a policy that funds cannot be used to support the distribution of sterile needles for the hypodermic injection of any illegal drug or the distribution of bleach for the purpose of cleansing needles for such hypodermic injections.

5. All substance abuse records shall be kept confidential pursuant to **42 Code of Federal Regulations (42CFR), Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records** and, if necessary, the APPLICANT shall resist in judicial proceedings any efforts to obtain access to patient records except as permitted by such regulations, and **Sec. 334-5, HRS, Confidentiality of Records.**
6. The APPLICANT shall adopt and implement a policy regarding Acquired Immune Deficiency Syndrome (AIDS) which states that it:
  - a. Does not discriminate against any client who has tested positive for antibodies against Human Immunodeficiency Virus (HIV) at admission or throughout participation.
  - b. Assures staff education on HIV and AIDS at least once per year.
  - c. Provides for AIDS education to all clients.
  - d. Maintains the confidentiality of any results of HIV antibody testing pursuant to **Sec. 325-101, HRS.**
  - e. Assures that any pre-test and post-test counseling shall be done only in accordance with the DEPARTMENT'S **HIV Counseling and Testing Guidelines.**
  - f. Administers an AIDS Risk Assessment as part of the treatment psycho/social evaluation and encourages high risk clients to have a blood test for HIV antibodies.
7. The APPLICANT shall adopt a policy regarding tuberculosis (TB) which states that it provides for TB education as appropriate.
8. The APPLICANT shall develop and maintain fiscal, statistical, and administrative records pertaining to services as specified by the DEPARTMENT.
9. The APPLICANT shall make an acknowledgment of the DEPARTMENT and BESSD as the APPLICANT'S program sponsor. This acknowledgment shall appear on all printed materials through the use of the DEPARTMENT'S logo.
10. The APPLICANT shall have a minimum of one year experience in the provision of substance abuse treatment services for substance abuse clients.

**B. Secondary purchaser participation**  
(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None

**C. Multiple or alternate proposals**  
(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**  
(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient domestic violence service for each county statewide.

Criteria for multiple awards:

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive domestic violence service that would be provided in their own respective county.

**E. Single or multi-term contracts to be awarded**  
(Refer to §3-149-302, HAR)

☐ Single term ( $\leq 2$  yrs) ☒ Multi-term ( $> 2$  yrs.)

Contract terms:

A multi-term contract for an initial duration of twelve (12) months, with the option of three (3) twelve-month extensions subject to the availability of funds and provider performance.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or

before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Ken Nakagawa (808) 586-7060

### **III. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

#### **A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

The State of Hawaii, Department of Human Services, Benefit, Employment & Support Services Division intends to procure adult substance abuse treatment services for TANF and TAONF recipients who have a drug and alcohol addiction which would adversely effect their ability to become self-sufficient and employable.

Provider's staff shall act as the Department of Human Services designee relating to the provision of adult substance abuse treatment services.

Provider's staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. Provider shall use appropriate departmental forms and other written material.

Provider shall oversee the services provided to the Department's adult substance abuse treatment clients as described below. The Provider is responsible for the supervision of its staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.

Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.

Provider shall prepare monthly reports and invoices as required by the Department.

#### **1. Intake and Assessment**

Substance and alcohol abuse clients, whose substance abuse addiction has been diagnosed by a licensed physician or psychologist, shall be referred by the Department of Human Services to the Substance Abuse Treatment Services Provider for intake and assessment services via a manual referral process. A copy of this medical or psychiatric report will be made available to the Provider with a signed Consent to Release Form from the client. The substance abuse population will comprise of clients who need intervention and

treatment for their substance abuse problems and any associated medical, psychological, social, and vocational problems.

The Provider shall provide a separate assessment interview for referrals received from the Department of Human Services, CWS for clients who are not actively using drugs and not diagnosed as chemically dependent but nevertheless are having problems associated with substance abuse. This assessment interview shall be completed to determine the client's urinalysis testing schedule and/or drug treatment plan. The Provider shall not refuse any referrals from CWS nor deny them any such services. All referred clients shall undergo either drug treatment or urinalysis testing or a combination thereof.

The intake and assessment session between the client and Provider shall help the Provider to identify the individual's drug and/or alcohol use and the course of treatment and recovery. The treatment approach shall be appropriate to the individual's age, gender, marital status, family situation, ethnicity, and culture. The information obtained from the intake and assessment will be used to formulate the Individualized Service Plan (ISP), which outlines the services to be provided to the client.

## 2. Individualized Service Plan

Discussion and planning shall take place with the client, Provider, family members, or others supporting the client's goals. The client's goals, needs and abilities are all taken into consideration when formulating the ISP. Issues of motivation, building skills to resist drug use, replacing drug activities with constructive and rewarding nondrug-using activities, and improving problem-solving abilities shall be addressed. Therapy to facilitate interpersonal relationships and the client's ability to function in the family and community may be part of the treatment components.

The ISP, developed by the Provider within ten (10) days of the intake and assessment session, shall specify the precise modality of treatment services the client would be required to undergo. This plan will be reviewed and revised regularly so services are flexible and focused.

The client's participation in the continuum of treatment services described in sub-section 3 below shall be sequential. The client will be able to participate in one modality only and 60 days of follow up services, if necessary. For example, if the client is participating in the **Residential Substance Abuse Treatment Program** for a 30-day period, the client may also receive 60 days of **Follow-Up Treatment Services**. Please note that none of the modalities shall run concurrently.



*The total days of participation in substance abuse treatment program shall not exceed 90 days.* The only exception to the 90 days of maximum participation is the determination made by the Provider that the addiction is severe. In such cases the client may be placed in the **Intensive Outpatient Substance Abuse Treatment** for 35 days on completion of the **Residential Substance Abuse Treatment Program**. In such cases client's total participation will be 125 days (i.e. 30 days of **Residential** + 35 days of **Intensive Outpatient** + 60 days of **Follow-Up**). In cases where a client, on completion of the **Residential Substance Abuse Treatment Program**, is placed in the **Outpatient Substance Abuse Treatment**, the clients total participation will be 30 days of **Residential Substance Abuse Treatment Program** + 96 hours of **Outpatient Substance Abuse Treatment** + 60 days of **Follow-Up Treatment Services**.

### 3. Continuum of Treatment Services

Adult Substance Abuse Treatment Services shall be comprehensive and shall include a continuum of services which are: Residential, Day, Intensive Outpatient, and Outpatient Treatment, as defined below. The Provider can propose to provide the whole continuum or any part of the continuum.

**The whole continuum may not exceed twelve (12) months. Residential Treatment Services shall not exceed thirty (30) days and shall be part of the twelve (12) months allowed for the treatment continuum. Please see B.9. below for units of service and unit rate.**

- a. A **Residential Treatment Program** provides a planned regimen of professionally directed evaluation, treatment, case management, and other ancillary and special services. Observation, monitoring, and treatment are available twenty-four (24) hours a day, seven (7) days a week.

A Residential Program shall provide a **minimum of twenty-five (25) hours per week** of face-to-face treatment, including a **minimum of one (1) hour per week of individual counseling**. The other twenty-four (24) hours shall include, but are not limited to, group counseling, recreational therapy, and family services. The Residential Program shall not exceed **thirty (30) days**.

- b. A **Day Treatment Program** provides a planned regimen of comprehensive outpatient treatment including professionally directed evaluation, treatment, case management, and other ancillary and special services. This level of care provides the client with the opportunity to participate in a structured therapeutic program while being able to remain in the community.

A Day Treatment Program shall provide a **minimum of twenty (20) hours per week** of face-to-face treatment with a **minimum of one (1) hour per week of individual counseling**. The other nineteen (19) hours shall include, but are not limited to, group counseling, education, skill building, recreational therapy, and family services. Day Treatment shall not be provided concurrently with any other modality and Follow-Up Treatment Services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Day Treatment Program.

- c. An **Intensive Outpatient Program** provides non-residential intensive specialized services on a scheduled basis for individuals with substance abuse problems. Professionally directed evaluation, treatment, case management, and recovery services shall be provided.

An Intensive Outpatient Program shall provide a **minimum of nine (9) hours up to a maximum of nineteen (19) hours per client per week** of face-to-face treatment. At least **one (1) hour per week must include individual counseling**. Intensive Outpatient services shall not be provided concurrently with Follow-Up Treatment services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Intensive Outpatient Program.

- d. An **Outpatient Program** provides non-residential comprehensive specialized services on a scheduled basis for individuals with substance abuse problems. Professionally directed evaluation, treatment, case management, and recovery services shall be provided to clients with less problematic substance abuse related behavior than would be found in a residential or day treatment program.

An Outpatient Program shall provide **between one (1) and eight (8) hours per client per week** of face-to-face treatment with a **minimum of one (1) hour individual counseling per client per month**. Outpatient Treatment services shall not be provided concurrently with Follow-Up Treatment services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Outpatient Program.

- e. A **Follow-up Treatment Program** shall provide the necessary support and encouragement so that the client can complete treatment outside of the program, adjust to a chemically abstinent lifestyle, and manage activities of daily living so that they can move towards independent life management and economic self-sufficiency. Follow-Up Treatment services shall not be provided concurrently with other modalities. The Follow-Up Treatment Services shall be provided sequentially on completion of any of the above-mentioned modalities.

The Applicants are requested to submit a specific proposal as to the specific point during the follow-up period at which a client is anticipated to transition to the First-To-Work (FTW) Program to undertake work-related activities. This estimate should be based on the provider based empirical evidence regarding when the client should begin to transition into self-sufficiency services. As part of this proposal, please state the rationale for the time period selected and why this will result in a successful transition.

#### **4. Urinalysis**

Urine testing shall be a component of the intake and assessment phase to confirm substance abuse. After this screening process, urinalysis shall be used to provide baseline information on the nature of the client's drug dependencies, and thereby allows appropriate referrals to treatment services. Urinalysis shall be used to monitor treatment progress and provide credible and timely information on the client's continued use or abstinence from specific drugs. Urinalysis provides objective information in compliance with the prescribed court-ordered mandate from CWS. Urinalysis shall include observed urine collections, testing procedures, and specimen processing in accordance with established guidelines in place at certified substance abuse facilities in Hawaii.

#### **5. Employment Services**

The Provider shall confer with the administratively assigned Department First-to-Work (FTW) units (including contracted FTW units) to determine whether it is in the best interest of the client to engage in employment training activities to pursue self-sufficiency while completing the treatment plan with the substance abuse treatment agency. The case conferences between the Provider and the FTW units shall take place after the development of the individual service plan (ISP) for the client. The client, if determined to be capable of employment training activities, may be placed in any one or more of the following activities through the FTW program: job readiness, remedial education, vocational training, etc., in accordance with HAR §17-656.1. Substance abuse treatment would continue concurrently with the activities as a means of beginning the client's transition to employment. Also, supportive services (discussed below) will be available through the appropriate FTW Unit.

#### **6. Support Services**

Participants shall be entitled to child care and transportation expenses while they are being treated under the scope of this RFP. The Provider shall refer such eligible clients to the corresponding First-to-Work Units

(DHS and contracted) to process and issue child care and transportation payments. The Provider shall refer such eligible clients for interpreter services, as needed, to the designated contractor of BESSD.

## 7. Other Requirements

- Clients in any level of treatment shall meet the most current version of the American Society for Addictive Medicine Patient Placement Criteria (**ASAM PPC**) for admission, continuance, and discharge. The Provider shall document in writing in the client's chart that ASAM criteria have been met.
- Each part of the continuum shall include, as appropriate, the face-to-face activities which are defined in BESSD's **Definition of Treatment Activities** found in Section 5, Attachment G.
- The Provider that provides Outpatient, Intensive Outpatient, Day and Residential levels of treatment shall develop and implement an appropriate transition plan for each client in the final phase of treatment prior to discharge. The plan shall address transition and recovery issues and relapse prevention.
- All clients appropriate for transfer to a less restrictive level of service shall be referred for transfer as established in **Sec. 334-104, HRS**, Least Restrictive Level of Service.
- Adult treatment programs shall administer the **Addiction Severity Index (ASI)** as part of the initial assessment to all clients admitted for treatment.
- The Provider shall adopt and implement a policy on alcohol and other drug use (including psychotropic, mood stabilizing medication and methadone) while clients are in treatment. **Clients cannot be excluded solely on the basis of use of medically prescribed medication.**
- The program shall comply with the following sections of **P.L. 102-321** regarding treatment services for pregnant women and women with dependent children:
  - a. Pursuant to **Sec. 1922(c)(3)**, make available, either directly or through arrangements with other public or nonprofit agencies, prenatal care to

women receiving services, and child care while the women are receiving the services. All BESSD clients shall seek prenatal care medical coverage through Med Quest Division.

- b. Pursuant to **Sec. 1927**, comply with the following requirements:
  - 1) Give preference for admission to treatment to pregnant women who seek or are referred for and would benefit from treatment; and
  - 2) Advertise that pregnant women shall receive preference for treatment on any brochures or materials published by the agency.
- Coordination with other community agencies and resources:
  - a. The Provider intending to provide only part of the continuum shall have and document appropriate linkages to other services on the continuum.
  - b. The Provider shall collaborate with other appropriate services including but not limited to health, mental health, social, correctional and criminal justice, educational, vocational rehabilitation, and employment services.
- The Provider shall maintain a current base of information and referral sources on alcohol, tobacco and other drug, substance abuse and related problem behaviors and treatment resources. Such information shall be made easily accessible to staff and program recipients.

## **B. Management Requirements (Minimum and/or mandatory requirements)**

### **1. Personnel**

- a. The Provider shall conduct, at a minimum, a criminal history record check for any person who is employed or volunteers in an administrative or program position which necessitates close proximity to clients. For administrative and program staff working in a position which necessitates close proximity to children or adolescents, the criminal history check shall also include fingerprinting. A copy of the criminal history record check shall be placed in the employee's or volunteer's personnel file and shall be available for review.
- b. All individuals performing the following functions shall be Hawaii State certified substance abuse counselors pursuant to **321-193 (10), Hawaii Revised Statutes (HRS)**, or hold an advanced degree in behavioral health sciences unless otherwise approved by BESSD:
  - 1) Clinical supervision
  - 2) Clinical evaluation

- 3) Treatment planning
- 4) Individual, group, and family counseling
- c. Staff shall document verifiable experience in any specialized activities, such as psychotherapy or family therapy, and/or experience in working with relevant specialized populations such as women, minorities, or adolescents.
- d. Staffing shall reflect a multi-disciplinary team effort to the greatest extent possible.
- e. The Provider shall have on the premises at least one person currently certified for First Aid and CPR.
- f. The Provider shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- g. The Provider shall assure at least 12 hours of relevant clinical training per year for each staff person providing clinical services per **11-175-14(e)(1)-(4), HAR**, which shall include:
  - 1) Staff education on HIV and AIDS.
  - 2) Staff education on the risks of TB for those abusing substances.

## 2. Administrative

- a. Pregnant women shall receive preference for treatment. To ensure that pregnant women and referring programs are aware of this preference, any brochures or materials published by the Provider shall advertise that pregnant women shall receive preference for treatment.
- b. The Provider shall not use the Department of Human Service's (BESSD) funding to make payment for any service which has been, or can reasonably be expected to be, made under another State compensation program, or under any insurance policy, or under any Federal or State health benefits program (including the program established in Title XVIII of the Social Security Act and the program established in Title XIX of such Act), or by any entity that provides health services on a prepaid basis. BESSD funds may be used to supplement QUEST-Net substance abuse services after those benefits have been exhausted and up to the limit of QUEST substance abuse benefits.
- c. The Provider shall maximize reimbursement of benefits through Hawaii **QUEST** and **QUEST-Net**.

- d. The Provider shall comply with the Department of Human Service's **QUEST** and **QUEST-Net** policies unless otherwise authorized in writing by BESSD.
- e. The Provider shall refund to the DEPARTMENT any funds unexpended or expended inappropriately.
- f. The Provider under the actual expenditure method of reimbursement shall assure that all equipment and unused supplies and materials purchased with funds paid to it shall become the property of the DEPARTMENT upon completion or termination of the contract.
- g. The Provider under the actual performance method of reimbursement shall assure that program income and/or surplus earned during the contract period shall be used to further the program objectives; otherwise the DEPARTMENT will deduct the surplus from the total contract amount in determining the net allowable cost on which the state's share of cost is based.

### **3. Quality assurance and evaluation specifications**

- a. The Provider shall have a quality assurance plan which identifies: the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver them, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services
- b. The quality assurance plan shall serve as procedural guidelines for staff, and will confer designated individuals and committees with the authority to fulfill their responsibilities in the areas of quality assurance.
- c. The quality assurance process shall serve as a source of information for parties interested in knowing how the program monitors and improves the quality of its services. Findings shall be integrated and reviewed by the quality assurance committee, and information shall be conveyed to the program administrator and the organization's executive officer and governing body at least semi-annually.
- d. The quality assurance system shall identify strengths and deficiencies, indicate corrective actions to be taken, validate corrections, and recognize and implement innovative, efficient, or effective methods for the purpose of overall program improvement.
- e. Program evaluation should reflect the documentation of the achievement of the stated goals of the program using tools and

measures consistent with the professional standards of the disciplines involved in the delivery of services.

- f. The contract shall be evaluated based upon performance as described in section III, Scope of Work, listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

#### **4. Output and performance/outcome measurements**

The Provider shall set a threshold percentage of achievement for each of the following phases of the continuum:

- a. Number of clients successfully completing treatment.
- b. Number of clients participating in First-to-Work programs at follow-up.
- c. Number of clients receiving substance abuse treatment since discharge.
- d. Number of clients currently in substance abuse treatment.
- e. In the past thirty (30) days, number of clients experiencing significant periods of psychological distress.
- f. In past thirty (30) days, number of days of work/school missed because of drinking/drug use.
- g. Number of arrests since discharge.
- h. Number of emergency room visits since discharge.
- i. Number of times client has been hospitalized for medical problems since discharge.
- j. Frequency of substance use thirty (30) days prior to follow-up.

#### **5. Experience**

The Provider shall be certified and licensed to provide substance abuse treatment services in the State of Hawaii.

#### **6. Coordination of services**

Not applicable.

#### **7. Reporting requirements for program and fiscal data**

- a. Required Program Reports:

Monthly reports shall be prepared and submitted to the Department. Reports shall contain the following information:

- 1) Number of pending assessments from previous month.
- 2) Number of clients referred for assessment in report month.



- 3) Number of assessments completed and approved for substance abuse treatment services.
- 4) Number of assessments completed and denied substance abuse treatment services.
- 5) Number of assessment interviews completed to determine frequency and duration of UA testing.
- 6) Total number of assessments completed.
- 7) Total number of assessments pending at end of the report month.
- 8) Number of clients receiving residential treatment.
- 9) Number of clients completing residential treatment.
- 10) Number of clients receiving day treatment.
- 11) Number of clients completing day treatment.
- 12) Number of clients receiving intensive outpatient treatment.
- 13) Number of clients completing intensive outpatient treatment.
- 14) Number of clients receiving outpatient treatment.
- 15) Number of clients undergoing UA testing.
- 16) Number of clients completing UA testing.
- 17) Number of clients completing outpatient treatment.
- 18) Number of clients receiving follow-up treatment.
- 19) Number of clients completing follow-up treatment.
- 20) Number of clients receiving support services.
  - a) Child care services
  - b) Transportation services
  - c) Interpreter services
  - d) Other services

b. Required Fiscal Reports:

- 1) For **Actual Expenditure** contracts, the APPLICANT shall submit monthly the **Statement of Revenue and Expenditures** report.
- 2) The Provider receiving federal funds or a combination of general and federal funds shall submit final invoices no later than 45 days after the end of each contract year, or by August 15, whichever comes first. Lapsing of funds will occur if final invoices are not received in a timely manner.
- 3) Within 45 calendar days after the expiration of each contract year, the Provider shall submit to BESSD the **Statement of Revenue and Expenditures** summarizing the actual expenditures for the fiscal year and the **Year-end Program Report** which includes client services data describing total number of units of service provided by contract, site and modality, client performance data and other contract close-out documentation as specified by BESSD.

## 8. Pricing structure or pricing methodology to be used

Fixed-rate pricing, as predetermined by BESSD in conjunction with providers, will be used. Reimbursement will be by Actual Performance at the fixed rates listed under “9. Units of service and unit rate.” If not already reflected, these rates shall match the treatment contract rates of the Department of Health, Alcohol and Drug Abuse Division, effective July 1, 2003, for similar or identical modalities.

## 9. Units of service and unit rate

### a. Residential Substance Abuse Treatment:

- 1) The unit of performance shall be a **bed day**.
- 2) The rate per bed day shall be a maximum ONE HUNDRED THIRTY-FIVE DOLLARS (**\$135**) per client per bed day. The rate shall be considered one hundred percent (100%) of the treatment cost to the client.
- 3) The rate per bed day shall be a maximum ONE HUNDRED FORTY-TWO DOLLARS (**\$142**) per client with one child or more per bed day. The rate shall be considered one hundred percent (100%) of the treatment cost to the client. The rate per bed day per child shall be a maximum EIGHTY-TWO DOLLARS (**\$82**).
- 4) The maximum length of stay for this modality of treatment is **thirty (30) days** per client per year. Residential Programs can bill for the day of admission but not for the day of discharge.
- 5) Air fare to a residential facility, if needed, shall be reimbursable by BESSD.

### b. Day Treatment:

- 1) The unit of performance shall be **per diem**.
- 2) The per diem rate shall be a maximum of ONE HUNDRED DOLLARS (**\$100**) per client per partial bed day. A minimum of four **(4) hours** of face-to-face individual, group, and/or family sessions per client per day shall be provided. The rate shall be considered one hundred percent (100%) of the treatment cost to the client.
- 3) The maximum length of stay shall be thirty-five **(35) days** per client per year.
- 4) BESSD shall not reimburse programs for both Day Treatment and Follow-up services for the same client at the same time.

### c. Intensive Outpatient Substance Abuse Treatment:

- 1) The unit of performance shall be **per diem**.

- 2) The rate shall be SEVENTY-FIVE DOLLARS (**\$75**) **per day** which shall include a minimum of three (**3**) **hours** per day of face-to-face individual, group, and/or family sessions.
- 3) The maximum length of stay shall be thirty-five (**35**) **days** per client per year.

d. **Outpatient Substance Abuse Treatment:**

- 1) The unit of performance is sixty (**60**) **minutes**. The APPLICANT may bill by quarter hour (15 minutes) increments in excess of 30 minutes.
- 2) The rates shall be:
  - (a) SIXTY DOLLARS (**\$60**) for a sixty (60) minutes **individual** activity per client. Clients shall receive a minimum of **one (1) hour** of individual counseling per month.
  - (b) FORTY DOLLARS (**\$40**) for a sixty (60) minutes **group** activity per client.
  - (c) SIXTY DOLLARS (**\$60**) for a sixty (60) minutes **family** counseling activity.
- 3) Reimbursable activities shall consist of face-to-face individual sessions including screening, assessment, treatment planning, and counseling; and group sessions including process, task, education, skill building, and recreation groups; and family counseling. The APPLICANT can bill only for screenings that result in a client's admittance into the Outpatient Program.
- 4) The maximum hours of service shall be ninety-six (**96**) **hours** per client per year.

e. **Follow-Up Treatment Services:**

- 1) The unit of payment shall be a **Follow-up bed day**.
- 2) The rate shall be SIXTY DOLLARS (**\$60**) per client per bed day.
- 3) The maximum length of stay shall be **sixty (60) days** per client per year.
- 4) BESSD shall not reimburse programs for any modality and Follow-Up Treatment Services for the same client at the same time. The participation in this program shall be sequential.

f. **Urine Testing Services:**

- 1) The unit of payment shall be **per test**.
- 2) The rate of payment shall be THIRTY-THREE DOLLARS (**\$33**) per test conducted on Oahu, Kauai and Maui, NINETY DOLLARS (**\$90**) per test conducted on Molokai, ONE HUNDRED FIFTY-ONE DOLLARS (**\$151**) per test conducted on Lanai, and FORTY-TWO DOLLARS (**\$42**) per test conducted on Hawaii.

**g. Assessment Interview for Urinalysis Testing Schedule**

- 1) The unit of payment shall be **per assessment**. The rate of payment shall be ONE HUNDRED FORTY-TWO DOLLARS (**\$142**) per assessment.

**10. Method of compensation and payment**

The PROVIDER shall submit monthly invoices specifying the amount due and certifying that services requested under the Agreement have been performed by the PROVIDER according to the Agreement. The PROVIDER shall then be paid promptly after receipt of monthly original invoices.

**IV. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

## **II. Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicants shall include points of contact, addresses, phone numbers. The state reserves the right to contact references to verify experience.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

## **III. Project Organization and Staffing**

### **A. Staffing**

#### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

#### **2. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

## **B. Project Organization**

### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

### **2. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

## **IV. Service Delivery**

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

## **V. Financial**

### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

#### **1) Pricing Structure Based on Fixed Unit of Service-Fixed**

If a state purchasing agency is utilizing a fixed rate pricing structure for the RFP, the APPLICANT is requested to furnish a reasonable estimate of the maximum number of service units it can provide for which there is sufficient operating capacity (adequate, planned and budgeted space, equipment and staff).

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205 Budget  
SPO-H-206A Personnel – Salaries & Wages



SPO-H-206B Personnel – Payroll Taxes and Fringe Benefits  
SPO-H-206C Travel – Inter-Island  
SPO-H-206D Travel – Out-of-State\*  
SPO-H-206E Contractual Services – Administration  
SPO-H-206F Contractual Services – Subcontracts  
SPO-H-206G Indirect Costs  
SPO-H-206H Other Costs  
SPO-H-206I Equipment Purchases\*

\*Expenditures require justification and prior approval from State.

**B. Other Financial Related Materials**

**1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Most recent audit report.

**2. Tax Clearance Certificate (Form A-6)**

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

**VI. Other**

**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

## Section 4

### Proposal Evaluation

#### I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

#### II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		<b>100 Points</b>
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
<b>TOTAL POSSIBLE POINTS</b>		<b>100 Points</b>

#### III. Evaluation Criteria

##### A. Phase 1 - Evaluation of Proposal Requirements

##### 1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Special Treatment Facility license for residential treatment

## 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

### B. Phase 2 - Evaluation of Proposal Application (100 Points)

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

#### 1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

##### A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. \_\_\_\_\_
- Demonstrated a thorough understanding of the purpose and scope of the service activity. \_\_\_\_\_

##### B. Experience

- Explain relevant experiences dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last 5 years. \_\_\_\_\_

**C. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

**D. Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community.

**E. Facilities**

- Adequacy of facilities relative to the proposed services.

**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

**A. Staffing**

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

**B. Project Organization**

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

**3. Service Delivery (55 Points)**

- Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.
- Describes the overall program content and design.

- Demonstrates an understanding of the various service activities and sequence of events. \_\_\_\_\_
- Presents evidence of cooperation and collaboration with, and willingness to follow DHS requirements, policies and procedures. \_\_\_\_\_
- Demonstrates an understanding of the target group and the First-To-Work Program. \_\_\_\_\_
- Demonstrates knowledge of case documentation and case record maintenance. \_\_\_\_\_
- Demonstrates knowledge of handling customer services and complaints. \_\_\_\_\_
- Provides for public relations and community collaborations. \_\_\_\_\_
- Describes staff/program management activities. \_\_\_\_\_
- The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity of work assignments and responsibilities, and the realism of the timelines and schedules, as applicable. \_\_\_\_\_

**4. Financial (10 Points)**

Pricing structure based on fixed unit of service rate:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
- Adequacy of accounting system.

Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation and the IRS shall be submitted with the proposal.

**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents

## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	<b>X</b>	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
Audit Report	Section 3, RFP		<b>X</b>	
Organization Chart	Section 3, RFP		<b>X</b>	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date



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	SPO-H-206C Budget Justification - Travel: Interisland	
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